

July 25, 2001

Kirsten Wold  
Indiana Pro Bono Commission  
230 East Ohio Street, First Floor  
Indianapolis, IN 46204

**Re: District 10 Report and Plan**

Dear Ms. Wold:

I apologize for the tardiness of this report and plan; thank you for your reminder letter. Of course, please let me know if you or the Commission require any further information.

Sincerely,

Catherine Stafford  
District 10 Plan Administrator

## **A. Summary of Current District Activities & District Plan**

In its first year of operation, the District 10 *Pro Bono* Committee has learned that to be successful, this project needs staff who are focused solely on recruitment and retention. This year's plan will allow the District to move forward successfully and to tap the *pro bono* resources we know are there, to the benefit of low-income people here in our community. The District is currently hiring a Pro Bono Coordinator (PBC) who will be a part-time contract employee of the district and who will focus on recruitment.

### **Recruitment**

The PBC will work with two main recruiting prongs: one track for new lawyers and one track for lawyers not new to the profession. For the new lawyers, the PBC will organize welcoming receptions where they will receive information about *pro bono*, the District 10 plan, and an opportunity to sign up. The PBC will match new *pro bono* attorneys with a mentor and will use the network of mentors to ensure that new attorneys have a positive *pro bono* experience and get the assistance that is necessary. For other attorneys, the PBC will target recruiting events at bar meetings throughout the district, coordinate judicial recruitment of firm-wide participation, and ensure that District 10 offers a wide variety of *pro bono* placements so that no matter an attorney's area of expertise, there will be a *pro bono* opportunity.

### **Placement**

The Pro Bono Coordinator (PBC) will work with all organizations that accept pro bono attorneys in District 10, including ILS Bloomington Branch office, the ILS Hotline, the Indiana University Protective Order Project, Middle Way House, etc. The PBC will recruit and pass recruited attorneys to these various organizations as appropriate, following up to ensure that no recruited attorney is un-tapped. Each organization accepting attorneys through District 10 will produce a quarterly report for the PBC that will

summarize the attorneys sent to the organization and each attorney's involvement to date with that organization. By working with already existing and experienced volunteer managers, the PBC will be able to focus on recruitment and recognition. Please see the District 10 *Pro Bono* Interest Form, attached.

### **Recognition**

The PBC will again work with the bench and bar to ensure that participants are recognized in the community. Recognition includes formal, professional appreciation through awards from each bar association and from the Quad-County Bar Association that includes all District 10 counties. Recognition will also include general publicity through local newspapers, nominations for other community awards, etc.

### **Retention**

The key to retention is ongoing evaluation: knowing what works for the attorneys, the clients, and the placement organizations. To formally evaluate the experiences of all District 10 attorneys, the PBC will coordinate an annual survey, based on the initial survey sent by District 10 in 2000. In addition, as we near the end of 2001, the PBC will develop a feedback form that placement organizations can use in following up with *pro bono* attorneys throughout the year. To evaluate impact on the clients, the PBC will work with the placement organizations to ensure consistent and frequent methods of gathering feedback, so that District 10, the *pro bono* attorneys, and the community at large can know how effective our efforts are becoming. As part of the regular reporting of the PBC to the District 10 Committee, s/he will include ideas from these evaluations into the District 10 plan.

## B. 2001 Annual Report

### 1. Committee Members

- *Chair as designated by the Indiana Supreme Court:* Hon. Elizabeth N. Mann, Monroe Circuit IV, 301 N College Avenue, Bloomington, Indiana 47404, elizmann@co.monroe.in.us
- *Lawrence County Bar Representative:* John Haury, Haury & Woodward, , 1534 I Street, Bedford, Indiana 47421, (812) 275-4448, jhaury@hpcisp.com
- Hon. Suzanne Sturgeon, Owen Circuit Court, Spencer, Indiana 47460, (812) 332-9476, suzannes@kiva.net
- *Greene County Bar Representative:* Mona Paddock, Hartman & Paddock, 44 S Franklin Street, Bloomfield, Indiana 47424, (812) 384-3527, mpaddock@ncci.net
- *Law School Representative:* Earl Singleton, Indiana University School of Law, Law Building, Room 300, Bloomington, Indiana 47405, singlet@indiana.edu
- *Legal Services Representative:* Jamie Andree, Indiana Legal Services, Inc., 242 W 7<sup>th</sup> Street, Bloomington, Indiana 47404, (812) 339-7668, jamie.andree@lsoi.org
- *Owen County Bar Representative:* Maryann Williams, Hickam & Hickam, 10 S Main Street, Spencer, Indiana 47460, lawmom11@aol.com
- *Other At-Large Member:* Frances Hill, At-Large, 936 S High Street, Bloomington, Indiana 47401, frances\_hill@hotmail.com
- *Past Recipient of Legal Services:* Mary Beasley, At-Large, RR 18, Box 753, Bedford, Indiana 47421
- Bruce Hewetson, Donovan Emery & Hewetson, 1501 J Street, Suite 401, Bedford, Indiana 47421, dehlawfirm@yahoo.com
- Joseph D. O'Connor, Bunger & Robertson, 226 S College Avenue, Bloomington, Indiana 47402, joc@lawbr.com
- Hon. Viola Taliaferro, Monroe Circuit Court VII, 301 N College Avenue, Bloomington, Indiana 47404, Taliafey@co.monroe.in.us
- William Beggs, Bunger & Robertson, 226 S College Avenue, Bloomington, Indiana 47402, (812) 331-8808, wjbeggs@lawbr.com
- *Monroe County Bar Representative:* Susan H. Nelson, Chapman & Nelson, 278 W 7<sup>th</sup> Street, Bloomington, Indiana 47404, shn@ahmcc.com

### 2. Governance

Under the Chair, Judge Mann, the District 10 Pro Bono committee meets regularly as a committee of the whole. The committee has chosen to not incorporate yet, but is keeping that as a future option. As members complete their terms of service, they are replaced as befits the open

position. For example, as a member who represents the Lawrence County Bar resigns or completes a term of service, the Chair asks the Lawrence County Bar Association to appoint a new member to the District Committee.

3. Plan Administrator

The plan administrator is Catherine Stafford, Indiana Legal Services Hotline Attorney. She and two of her AmeriCorps staff members are charged with reporting, grant-writing, and providing support to the District 10 Committee. That position is not funded directly, but a portion of the District 10 2001 funds do go to Indiana Legal Services for the percentage of ILS staff time spent on the District 10 plan.

4. Prior Year Progress

So far in the current year, the District 10 Committee has created a district wide database to track all district attorneys and their pro bono work; designed the pro bono sign-up sheet and mailed it with a letter from the Chair to all district attorneys (attached); developed a plan for recognition (at the Quad-County Bar Association meeting on September 19, 2001, each County Bar will have a "Pro Bono Attorney of the Year" complete with local publicity); and made some important decisions about how best to proceed in the future. The Plan Administrator's regular and expanding duties at ILS are precluding her from spending as much time on the plan as it requires.

The District Committee and Plan Administrator agree that the best possible solution is to find another person who can act as "Pro Bono Coordinator" (PBC) for the remainder of the year and to press for such a person in future years. The District Committee is looking for an attorney who can work on contract for the last half of 2001, working to recruit and match attorneys with pro bono organizations such as the ILS Bloomington Branch office, the ILS Hotline, etc. The PBC will

work with two main recruiting prongs: one track for new lawyers and one track for lawyers not new to the profession. For the new lawyers, the PBC will organize welcoming receptions where they will receive information about *pro bono*, the District 10 plan, and an opportunity to sign up. The PBC will match new *pro bono* attorneys with a mentor and will use the network of mentors to ensure that new attorneys have a positive *pro bono* experience and get the assistance that is necessary. For other attorneys, the PBC will target recruiting events at bar meetings throughout the district, coordinate judicial recruitment of firm-wide participation, and ensure that District 10 offers a wide variety of *pro bono* placements so that no matter an attorney's area of expertise, there will be a *pro bono* opportunity.

The 2001 grant amount is being held for District 10 by Indiana Legal Services as a separate cost center (please see attached documentation). That money has not yet been used but will be spent in the remainder of 2001 on hiring a part-time contract Pro Bono Coordinator (PBC) and in accordance with the 2001 budget.

## 5. Monitoring Methods

The PBC will coordinate monitoring methods for the remainder of 2001 and into the future.

Methods appear below.

### 1. Quality

The quality of services provided by the District's *pro bono* attorneys will be monitored by each placement organization according to its internal policies. Each year and as needed, the PBC will gather information on the quality of services from the placement organizations and will make any necessary changes.

### 2. Quantity

Similarly, the PBC will track number of participating attorneys, number of clients, and number of hours by working with the placement organizations and their internal policies. On a regular basis, the PBC will work with the placement organizations to gather this information and make any necessary changes.

3. Costs

The PBC will track costs using accepted accounting methods.

4. Client stories

The PBC will work with placement organizations to track client stories.

6. Monitoring Results

As mentioned in the enclosure letter for this report and plan, the last two years have been a time of gathering knowledge, resources, and community support. With the recent District 10 plan to hire a part-time coordinator with the monies not yet used from 2001, this District will move into a time of implementation and achievement.

7. Existing Services, Programs, and Funding Sources

Please see attached “Existing Service/Program” forms.

8. Current Delivery System and the Pro Bono Aspects of the System

1. Identifying and screening clients

Identification and screening of most clients is done by the ILS Hotline, Bloomington office, where applicants are screened for financial and residential eligibility, case type, and appropriateness for referral to a pro bono attorney. In addition, every other organization in the district identifies and screens its own clients.

2. Matching and referring clients

Currently, clients are matched through the individual client-serving organizations such as the ILS Bloomington Branch office, the ILS Hotline, etc. In the next few months, as the Committee hires the Pro Bono Coordinator (PBC), that person will work with all organizations that accept *pro bono* attorneys in District 10. The PBC will recruit and pass recruited attorneys to these various organizations as appropriate, following up to ensure that no recruited attorney is un-tapped. Each organization accepting attorneys through District 10 will produce a quarterly report for the PBC that will summarize the attorneys sent to the organization and each attorney's involvement to date with that organization. By working with already existing and experienced volunteer managers, the PBC will be able to focus on recruitment and recognition. Please see the District 10 *Pro Bono* Interest Form, attached.

3. Litigation expenses and out of pocket costs for pro bono attorneys

District 10 does not currently provide for litigation and out of pocket costs for pro bono attorneys but is hoping to do so as IOLTA funds grow in future years.

4. Mentoring or consultation

District 10 pro bono attorneys can (and frequently do) consult with ILS staff on cases where the law might be more unfamiliar to a private attorney. In the future, District 10 hopes to work with the ISBA Pro Bono committee to set up formal mentoring panels.

5. Malpractice insurance

Individual placement organizations coordinate their own malpractice insurance policies; the PBC will work to ensure that we have universal coverage for District pro bono attorneys.



6. Administration and record-keeping for assigned cases

The plan administrator keeps the database of district attorneys, current and past pro bono activities, etc. As the Committee hires the Pro Bono Coordinator (PBC) in the next two months, the PBC will take over this task.

7. Recognition

The Committee works with the bench and bar to ensure that participants are recognized in the community. Recognition includes formal, professional appreciation through awards from each bar association and from the Quad-County Bar Association that includes all District 10 counties. The first recognition event is planned for September 19, 2001, at the Quad-County Bar Meeting in Owen County. The Plan Administrator is coordinating general publicity through local newspapers, nominations for other community awards, etc.

8. Other methods of supporting and assisting pro bono lawyers

The key to retention is ongoing evaluation: knowing what works for the attorneys, the clients, and the placement organizations. To formally evaluate the experiences of all District 10 attorneys, the Plan Administrator coordinates an annual survey, based on the initial survey sent by District 10 in 2000. In addition, as we near the end of 2001, the Committee will develop a feedback form that placement organizations can use in following up with *pro bono* attorneys throughout the year. To evaluate impact on the clients, the PBC will work with the placement organizations to ensure consistent and frequent methods of gathering feedback, so that District 10, the *pro bono* attorneys, and the community at large can know how effective our efforts are becoming. As part of the regular reporting

of the PBC to the District 10 Committee, s/he will include ideas from these evaluations into the District 10 plan.

### **C. 2001 Annual Plan (for 2002)**

9. List of Problems & Barriers in District 10

1. Lack of information about when a problem/situation becomes a legal problem
2. Lack of information about how to handle a legal problem and the potential resources available for legal problems
3. Limited number of attorneys available through Indiana Legal Services, Inc.
4. Limited number of *Pro Bono* attorneys available and no general “clearinghouse” to match volunteers with clients

10. Worksheets

In 2002, District 10 will work on “b,” and “d,” above. As requested, please see attached worksheets.

## District 10 Budget Proposal for 2002

Item	IOLTA	Other *	Total
Personnel full-time contract employee	\$40,000	\$0	\$40,000
Space & Furniture rent for one office in a participating organization, desk, chair, filing cabinet	\$0	\$5,000	\$5,000
Equipment computer, fax, voice mail, e-mail, copier	\$2,000	\$500	\$2,500
Office Supplies stationery, paper, envelopes, pens, folders	\$0	\$500	\$500
Recruiting Events receptions at each county's bar association and at the Quad- County meeting	\$2,000	\$500	\$2,500
Postage	\$400	\$0	\$400
Printing	\$300	\$300	\$600
Telephone long-distance costs as only one of the four counties is a local call	\$1,000	\$500	\$1,500
Travel mileage for the PBC and costs for a possible conference	\$1,500	\$500	\$2,000
<b>Total Expenditures</b>	<b>\$47,200</b>	<b>\$7,800</b>	<b>\$55,000</b>

\* "Other" represents in-kind donations by the District 10 bench and bar, by participating organizations, and by participating *pro bono* attorneys. Of course, each placement organization in District 10 will also be providing an in-kind donation of staff time and company resources.